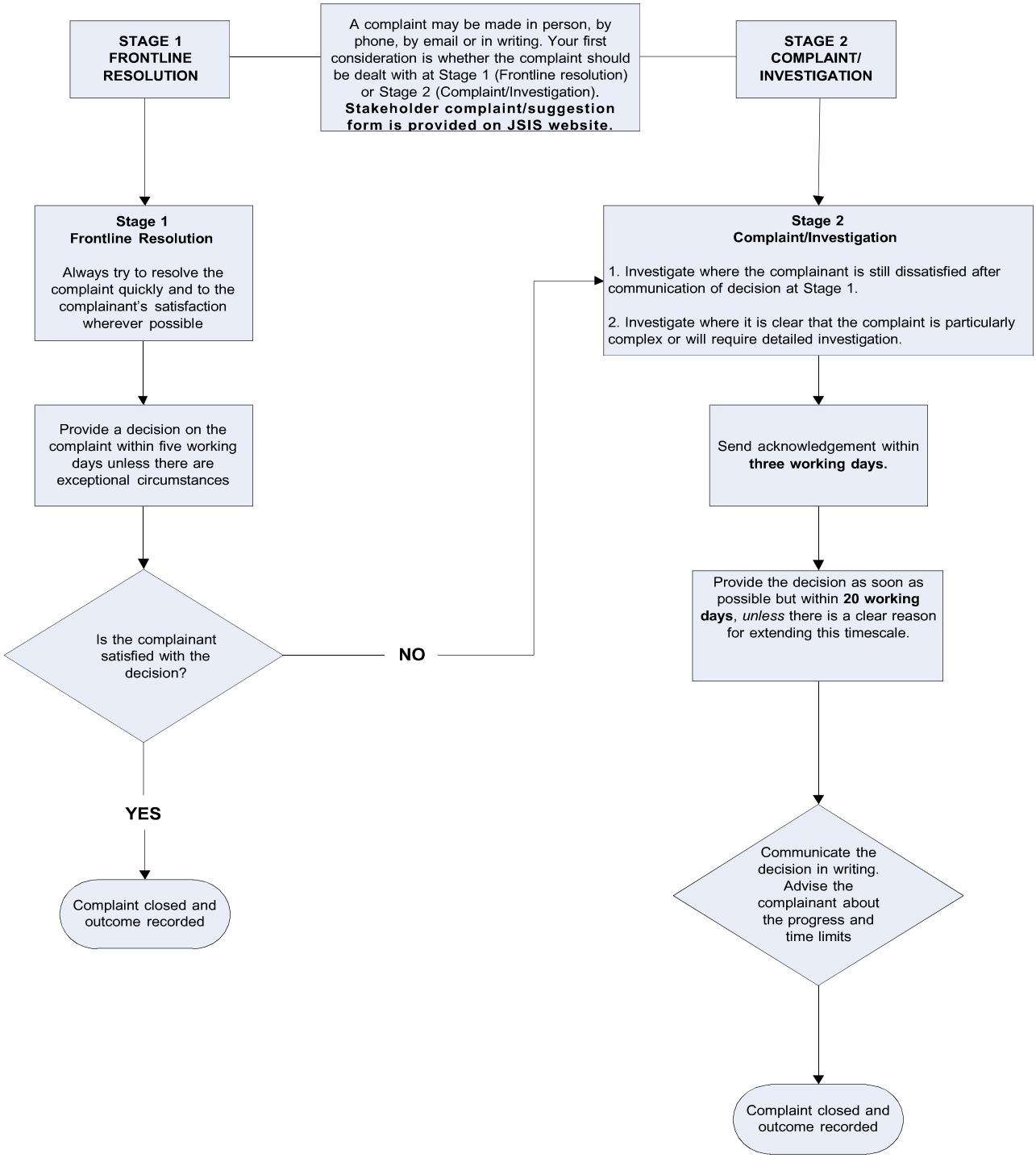
STAGE 1
FRONTLINE
RESOLUTION
A complaint may be made in person, by phone, by email or in writing. Your first consideration is whether the complaint should be dealt with at Stage 1 (Frontline resolution) or Stage 2 (Complaint/Investigation). Stakeholder complaint/suggestion form is provided on JSIS website.
STAGE 2
COMPLAINT/
INVESTIGATION
Stage 1
Frontline Resolution
Always try to resolve the complaint quickly and to the complainant's satisfaction wherever possible
Stage 2
Complaint/Investigation
1. Investigate where the complainant is still dissatisfied after communication of decision at Stage 1.
2. Investigate where it is clear that the complaint is particularly complex or will require detailed investigation.
Provide a decision on the complaint within five working days unless there are exceptional circumstances
Send acknowledgement within three working days.
Is the complainant satisfied with the decision?
NO
Provide the decision as soon as possible but within 20 working days, unless there is a clear reason for extending this timescale.
YES
Communicate the decision in writing. Advise the complainant about the progress and time limits
Complaint closed and outcome recorded
Complaint closed and outcome recorded